



Assembly and Installation

The Medi-Cal Point of Service (POS) system was designed and implemented by EDS in conjunction with the Department of Health Services (DHS). The POS device, internal printer and keyboard are manufactured by VeriFone, and configured for your operational requirements by the POS/Internet Help Desk.

ASSEMBLY AND INSTALLATION

Overview

This section provides instructions about how to install your POS device equipment, set up your PABX code if required, create a shortcut key for provider number and send a test transaction to verify your connection to Medi-Cal.

It is very important that you set up the PABX code (if required), the shortcut key and then perform the test transaction, in this order. Your successful connectivity test transaction will be automatically recorded in a Medi-Cal database management system. Please refer to the *Device System Transactions* section for further instructions. If you are unable to successfully execute these functions, contact the POS/Internet Help Desk.

POS/Internet Help Desk

Call the POS/Internet Help Desk toll-free at 1-800-427-1295 for assistance with installing the equipment and executing the connectivity test transaction.

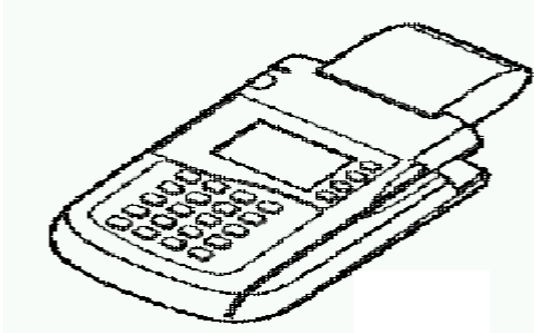
Package Contents

The complete POS device is shipped in one box, and is completely assembled. The keypad is attached to the clear plastic wedge that is positioned on top of the gray plastic stacker. The keyboard is positioned in the bottom section of the stacker. The internal printer has paper installed, ready to use. The electrical components are attached to the appropriate items. The phone cord must be connected to your telephone equipment, and the power supply must be plugged into a 110 volts-AC wall outlet.

Unwrap the device and place it in its designated area (See "Area Preparation" on a following page.) Return all wrapping and packing material to the box. Keep this box. If the device must be returned to EDS for any reason, it must be returned in the same box and wrapping.

Note: Please verify that the items pictured under "Package Contents" on the following pages are included in your shipment. Refer to "Help Information" later in this section if you did not receive all of these items.

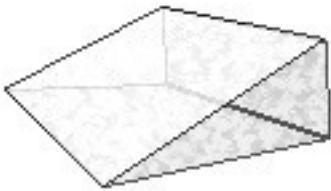
PACKAGE CONTENTS



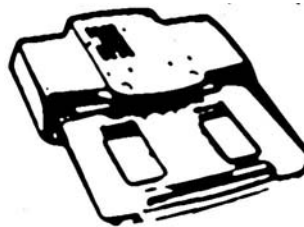
KEYPAD & INTERNAL PRINTER



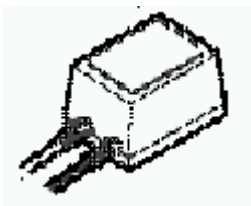
KEYBOARD



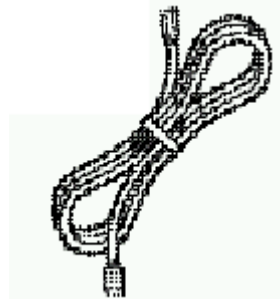
CLEAR PLASTIC WEDGE



GRAY PLASTIC STACKER



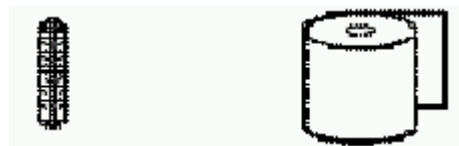
POWER PACK



KEYBOARD-TO-DEVICE CORD



TELEPHONE CORD



**PRINTER PAPER SPINDLE
AND PAPER**

POS Device	<p>The POS device with internal printer and keyboard are located in the box labeled "VeriFone." The POS device (Omni 3300 and Omni 3350) and keyboard come assembled on a plastic wedge and stacker. The POS device and keyboard have the following features:</p> <ul style="list-style-type: none">• 8 lines x 21 characters• 128 x 64 pixel graphical Liquid Crystal Display (LCD) with backlighting• Built in magnetic stripe card reader• Internal printer• Easy to use alphanumeric, full-size character keys
Power Pack	<p>The AC power pack has a plastic twist lock that secures the power cable to the terminal, two permanent six-foot cords that connect to the device, and the power pack to plug into an electrical outlet.</p>
Telephone Cord	<p>The silver, seven-foot telephone cord connects to a standard modular telephone wall outlet jack (RJ-11).</p>
POS Printer Paper	<p>The internal printer uses single-ply, thermal-sensitive paper 2.25 inches wide and 82-108.26 feet long. Most stationery and computer supply stores sell this paper.</p> <p>Note: The POS device, keyboard and power pack are built for this system and cannot be used on other systems.</p>
Area Preparation	<p>Place the POS device and keyboard on a flat, dry non-slip surface with easy and safe access to electrical and telephone outlets.</p>
Electrical Outlet	<p>A standard three-prong electrical outlet with 110-volts AC must be located within ten feet of the device. However, a closer proximity is recommended so the AC power pack cord does not stretch or hang unsafely.</p>
Telephone Outlet	<p>A standard modular telephone wall outlet jack (RJ-11) must be located within seven feet of the POS device. However, a closer proximity is recommended so the telephone cord does not stretch or hang unsafely.</p>

Telephone Connection

The POS device is pre-configured to support an analog telephone line. A quick way to check to see if you have an analog line is to look on the bottom of the phone for either of the following labels: "Complies with FCC Rules" and "Ringer Equivalent." Digital lines will not work with the POS device. If you are not sure whether the phone line is analog or digital, contact your telephone service company.

The POS device is pre-programmed to initiate toll-free telephone calls to a Medi-Cal database management system in Sacramento, California.

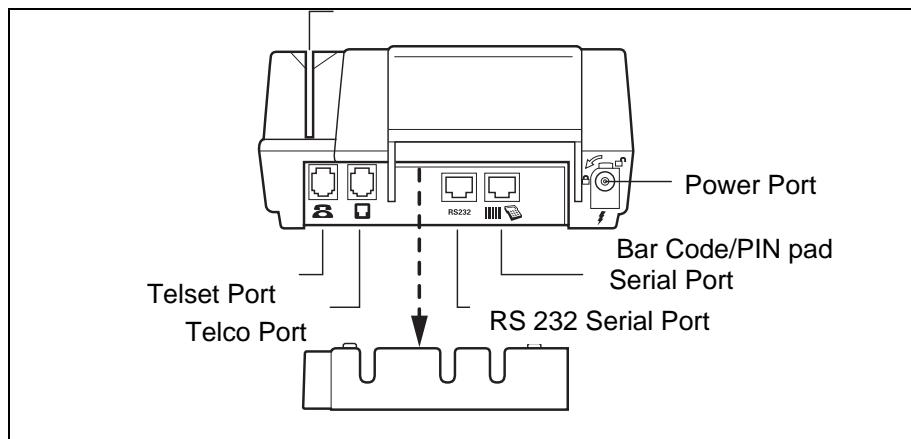
Dedicated Line

Though not required, it is recommended that you use a dedicated telephone line that is not shared with other phones or equipment.

Shared Line

You may use a shared telephone line in which one or more devices share the line, but not at the same time. For example, the line may also be used periodically for a computer modem or fax machine. Phone line splitters are available for modem use and for fax line sharing. If the phone line is interrupted when the POS device is being used, interruption will cause failed transmissions and corrupted information. Use this configuration at your own risk.

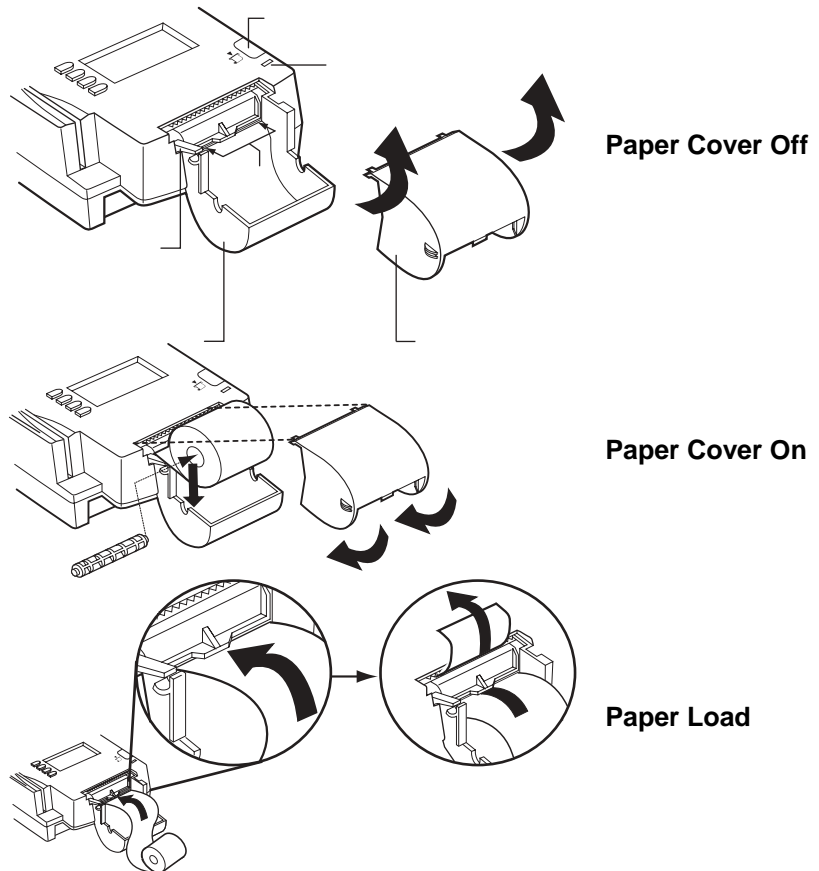
Equipment Connections



POS device (back view)

Terminal to Telephone Line	<p>The terminal is set up using a direct connection or a pass-through connection. The direct connection dedicates a line to the terminal. With the direct connection, a telephone cord runs from the Telco port on the terminal directly to a telephone wall jack. With the pass-through connection, a telephone cord runs from the Telset port on the terminal to the RJ11-type jack on a standard telephone. The telephone will be busy when the device is connected to the host.</p> <p>Caution: Do not lift the telephone handset during a pass-through connection. Doing so may disrupt the transaction.</p>
Power Pack to Terminal	<p>The power pack connects to the terminal using a round barrel connector. The round barrel connector on the end of the power pack cable has a plastic twist lock that secures the power cable to the terminal. To lock the connector into the power port, align the plastic twist lock so it points up. Insert the connector, then twist it as indicated by the “arrow” icon above the port. To unlock the connector, twist it toward the “unlocked” icon. Plug in the power jack.</p> <p>Warning: Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Disconnecting the power during a transaction may cause data files stored in terminal memory to be lost.</p> <p>Carefully arrange equipment to face forward so all cables extend backwards from each device. Make sure all cables are hanging loose and do not interfere with other equipment.</p>
Paper Roll for Printer	<p>The internal printer uses single-ply, thermal-sensitive paper. Turn on the terminal. Remove the paper roll cover by lifting it up. Two ridges on the cover’s sides show where to grasp it. Remove the protective strip from the paper and cut a straight edge across its leading end. Hold the roll so the paper feeds from the bottom of the roll, and insert the cut end into the paper feed slot. A built-in sensor detects the paper and pulls it through and out of the top of the unit just below the serrated metal tear strip. If necessary, press the paper feed button until about two inches of paper emerges from the top. Insert the orange plastic spindle into the paper roll, and place it in the cradle so the ends of the spindle rest securely in the two slots. Replace the cover by inserting the two front tabs first and lightly pushing down until it snaps into place. Ensure that the paper’s edge is outside the cover.</p>

To adjust paper position, lift the small red release lever on the right side of the cradle until it snaps up. The paper now moves freely in the paper path. When the paper is correctly positioned, lower the lever until it snaps down.



Printer Testing

To ensure the printer is operating correctly, perform the following steps:

- Turn off the power to the terminal.
- Hold down the paper feed button and turn on the terminal.
- The printer test starts and then stops after a few seconds. When the test begins printing, release the paper feed button. The test printout with printer information and repeating character strings are about 15 inches long.
- Press the paper feed button to advance the paper roll a few inches, then tear off the test printout.

GETTING STARTED

Overview

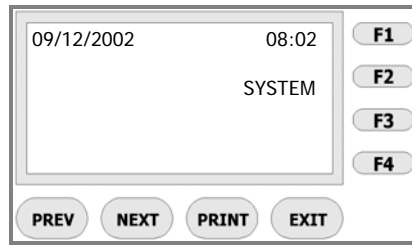
The following is a guide for setting up your Private Automatic Branch Exchange (PABX) code (if necessary), creating a shortcut key and executing a test transaction on your POS device. It is essential to set up your PABX code and provider number shortcut keys prior to performing the test transaction. A successful test transaction is necessary to activate your device.

For instructions about how to submit transactions, refer to the *Device System Transactions* section in this guide. For further assistance, contact the POS/Internet Help Desk at 1-800-427-1295 from 6:00 a.m. to 12:00 midnight, seven days a week.

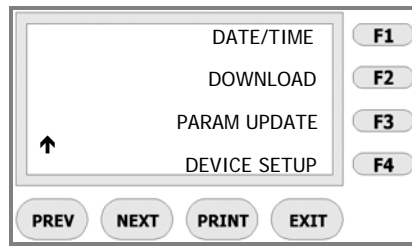
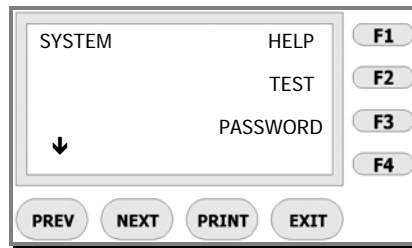
PABX CODE (PABX code is only necessary if you must dial a "9" or other number to obtain access to an outside line.)	PROVIDER NUMBERS & SHORTCUT KEYS	TEST
1. At the "Welcome" screen, press any key.	1. At the "Welcome" screen, press any key.	1. At the "Welcome" screen, press any key.
2. Select "SYSTEM" using the corresponding function <F> key. Press <NEXT> to display the "DEVICE SETUP" option.	2. Select "SYSTEM" using the corresponding function <F> key. Press <NEXT> to display the "DEVICE SETUP" option.	2. Select "SYSTEM" using the corresponding function <F> key.
3. Select "DEVICE SETUP" using the corresponding function <F> key.	3. Select "DEVICE SETUP" using the corresponding function <F> key.	3. Select "TEST" using the corresponding function <F> key.
4. Enter "PASSWORD" using six zeros, and then press <ENTER>.	4. Enter "PASSWORD" using six zeros and then press <ENTER>.	4. Enter the shortcut key you just set up.
5. Select "TERMINAL" using the corresponding function <F> key.	5. Select "PROVIDER" using the corresponding function <F> key.	5. Press <ENTER> to skip the "Provider Number" screen.
6. Choose "SLCT" using the corresponding function <F> key.	6. Choose "SLCT" using the corresponding function <F> key to display the "Provider Number" screen.	6. Enter "PIN" and then press <ENTER>.
7. Select <NEXT> until the "PABX CODE" option appears on the screen. Select "EDIT" using the corresponding function <F> key.	7. Select "EDIT" using the corresponding function <F> key. Enter the new provider number and then press <ENTER>. The new number appears on the screen.	7. Press <ENTER> to skip the "Submitter Number" screen.
8. Enter the new PABX code and then press <ENTER>. The new code appears on the screen. Select <EXIT>.	8. Select <NEXT> until the "SHORTCUT NUMBER" option appears. Select "EDIT" and enter your shortcut number. Press <ENTER> and then select "EXIT."	8. Select "SEND" to begin the test transaction. Please wait while this transaction is being processed.
9. Select "OK" to confirm the transaction. Select "CNCL" to cancel the transaction.	9. Select "OK" to confirm the transaction. Select "CNCL" to cancel the transaction.	9. At the response screen, press any key to continue. A test transaction confirmation screen appears. Press <NEXT> to view the applications activated on your POS device.
10. The "OK" selection returns you to the main edit terminal screen. Press "CNCL" until you return to the "Welcome" screen.	10. The "OK" selection returns you to the main edit provider screen. Press "CANCEL" <X> until you return to the "Welcome" screen.	10. Press "CANCEL" <X> twice upon successful completion of the Test transaction to return to the main menu. The main menu displays the activated applications on your POS device.

Accessing System

At the “Welcome” screen, press any key to bring up the “SYSTEM” menu. Select “SYSTEM” from the main menu by pressing the corresponding function <F> key.

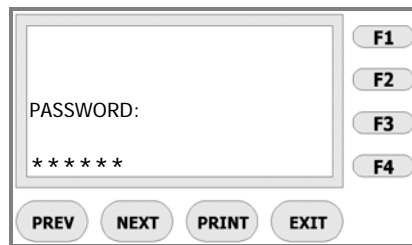


The system menu displays. Select a transaction by pressing the corresponding function <F> key. Press <NEXT> to scroll through the entire list. Press <PREV> to return to the top of the list.



Password

Select “DEVICE SET UP” using the corresponding <F> key. The POS device prompts you to enter your password. Enter your password and press <ENTER>. (If you have not changed the password, the device default password is six zeroes “000000”.) The POS device displays asterisks instead of your password for security purposes.



Device Setup Menu

The “Device Setup” menu displays. Select a transaction by pressing the corresponding function <F> key. Press <NEXT> to scroll through the entire list. Press <PREV> to return to the top of the list.

The first screenshot shows the main menu with options: SETUP (F1), ABOUT (F2), PROVIDER (F3), and TERMINAL (F4). A downward arrow is next to SETUP. Below the menu are buttons: PREV, NEXT, PRINT, and EXIT.

The second screenshot shows the submenu for SETUP with options: COMM (F1), DOWNLOAD (F2), PRINTER (F3), and SUITE (F4). Upward and downward arrows are next to SETUP. Below the menu are buttons: PREV, NEXT, PRINT, and EXIT.

The third screenshot shows the submenu for SUITE with options: DATE/TIME (F1), DEMO (F2), PASSWORDS (F3), and RESERVED (F4). Upward and downward arrows are next to SUITE. Below the menu are buttons: PREV, NEXT, PRINT, and EXIT.

PABX Code

The “Terminal” option allows you to set up your device Private Automatic Branch Exchange (PABX) code. Several functions that are displayed on the terminal option have been disabled, and cannot be accessed.

Select “TERMINAL” from the device setup menu by pressing the corresponding function <F> key. The following screen is the main terminal screen that displays the available functions for editing.

Choose “SLCT” to proceed to the next level of editing.

The screen displays "EDIT TERMINAL" at the top. Below it is a field labeled "#1/1:". To the right of this field are four options: PREV (F1), NEXT (F2), SLCT (F3), and EXIT (F4). At the bottom of the screen are buttons: PREV, NEXT, PRINT, and EXIT.

Edit PABX Code

The following screens prompt you through the steps to edit the PABX code. These instructions are also in the *Device System Transactions* section of this user guide.

Select "NEXT" with the appropriate <F> key until "PABX CODE" option is displayed.

Select "EDIT" and the edit screen displays. Enter the your PABX number and press <ENTER>.

The "PREV" and "NEXT" selections allow you to scroll through the list of available functions. The "EDIT" selection displays the edit screen for the function you want to edit. The "EXIT" selection returns you to the setup main menu screen.

The screenshot shows a terminal window titled "EDIT TERMINAL". Inside the window, the text "PABX CODE" is displayed, followed by "X" and "NEW: X". To the right of the text, there is a vertical line. To the right of the line, the words "PREV", "NEXT", "EDIT", and "EXIT" are listed vertically. To the right of the list, there are four function keys labeled "F1", "F2", "F3", and "F4". At the bottom of the window, there are four buttons labeled "PREV", "NEXT", "PRINT", and "EXIT".

The new PABX number that you entered displays on the screen. Select "EXIT" and a screen displays that prompts you to save your changes.

EDIT TERMINAL	PREV	F1
PABX CODE	NEXT	F2
X	EDIT	F3
	EXIT	F4
PREV	NEXT	PRINT
EXIT		

Select "OK" to save your changes; select "CNCL" to disregard your changes.

EDIT TERMINAL	CNCL	F1
SAVE CHANGES?	OK	F2
		F3
		F4
PREV	NEXT	PRINT
EXIT		

The "OK" selection returns you to the main edit terminal screen. From this screen you can set up other functions on your POS device.

EDIT TERMINAL	PREV	F1
#1/1:	NEXT	F2
	SLCT	F3
	EXIT	F4
PREV	NEXT	PRINT
EXIT		

**Provider Number/
Shortcut Key**

Select "PROVIDER" from the device setup menu by pressing the corresponding function <F> key. The following screen is the main provider screen that displays the available functions for editing.

Choose "SLCT" to display the provider number screen.

EDIT PROVIDER	PREV	F1	
#1/10:	NEXT	F2	
	SLCT	F3	
	EXIT	F4	
PREV	NEXT	PRINT	EXIT

Select "EDIT" and the edit screen displays. Enter the provider number and then press <ENTER>. The provider number appears on the screen.

EDIT PROVIDER	PREV	F1	
#1/10:	NEXT	F2	
ZZZZZZZZ	EDIT	F3	
	EXIT	F4	
PREV	NEXT	PRINT	EXIT

Select "NEXT" until the "SHORTCUT NUMBER" option appears. The "Edit Shortcut Number" option allows you to assign a two-digit number to the provider number record you selected. This enhances transaction input time, and reduces keying errors.

Select "EDIT" and the edit screen displays. Enter the new shortcut number and press <ENTER>.

EDIT PROVIDER	PREV	F1	
SHORTCUT NUMBER	NEXT	F2	
XX	EDIT	F3	
NEW: XX	EXIT	F4	
PREV	NEXT	PRINT	EXIT

The shortcut number that you entered displays on the screen. Select "EXIT" and a screen displays that prompts you to save your changes.

EDIT PROVIDER	PREV	F1
SHORTCUT NUMBER	NEXT	F2
XX	EDIT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

Select "OK" to save your changes; select "CNCL" to abort your changes.

EDIT PROVIDER	CNCL	F1
SAVE CHANGES?	OK	F2
		F3
		F4
PREV NEXT PRINT EXIT		

The "OK" selection returns you to the main edit provider screen. From this screen you can perform other functions to customize your POS device.

EDIT PROVIDER	PREV	F1
#1/10:	NEXT	F2
XXXXXXXX	SLCT	F3
	EXIT	F4
PREV NEXT PRINT EXIT		

Connectivity Test

The connectivity test transaction serves two purposes:

- To activate the appropriate POS software device functionality for each specific provider.
- To enable providers to advise EDS electronically that they have received and are using the appropriate and authorized POS device.

Accessing Test

Select "TEST" from the system menu by pressing the corresponding function <F> key. The following screens prompt you through the test option

Shortcut Key

When you choose "TEST" from the system menu, the POS device prompts you for your shortcut key. If you have activated this function, enter your shortcut key and press <ENTER>. This populates the provider number field. Otherwise, press <ENTER> to skip this function. To setup a shortcut key, refer to "Device Setup" in the *Device System Transactions* section of this user guide.

The screenshot shows a POS device screen with a menu titled "TEST". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field is a prompt "ENTER SHORTCUT KEY:". At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Provider Number

This field populates the provider number when the shortcut key has been activated. Press <ENTER>. Otherwise, the POS device prompts you to enter your provider number and then press <ENTER>.

The screenshot shows a POS device screen with a menu titled "TEST". Below the title is a large rectangular input field. To the right of the input field are four function keys labeled F1, F2, F3, and F4. Below the input field is a prompt "PROVIDER NUMBER:". At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

PIN

The POS device prompts you to enter your provider identification number (PIN). Enter your PIN and press <ENTER>. The POS device displays asterisks instead of your PIN for security purposes.

The screen displays 'TEST' at the top. Below it, 'PIN:' is followed by seven asterisks '*****'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Submitter ID

Pharmacy transactions on the POS device require that you enter a submitter ID. Enter the ID and press <ENTER>. Press <NEXT> to skip this function.

The screen displays 'TEST' at the top. Below it, 'SUBMITTER ID:' is followed by 'XXX'. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

Send/Re-Edit

All of the specific fields have been entered. If the information is correct, select "SEND." If you need to correct the information that you entered, select "RE-EDIT."

The screen displays 'TEST' at the top. Below it, there are two options: 'SEND' and 'RE-EDIT', separated by a vertical line. To the right of the screen are four function keys labeled F1, F2, F3, and F4. At the bottom of the screen are four buttons labeled PREV, NEXT, PRINT, and EXIT.

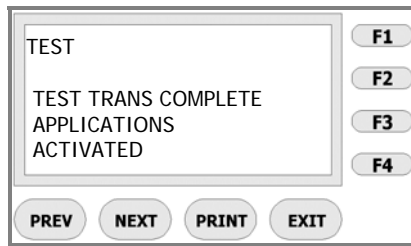
After you select "SEND," the following screens display to indicate that the POS device is processing your transaction and sending it to the Medi-Cal host computer.

Two side-by-side screens are shown. The left screen displays 'TEST' at the top and 'DIAL PRIMARY...' below it. The right screen displays 'TEST' at the top and 'RECEIVING...' below it. Both screens have four function keys (F1, F2, F3, F4) on the right and four buttons (PREV, NEXT, PRINT, EXIT) at the bottom.

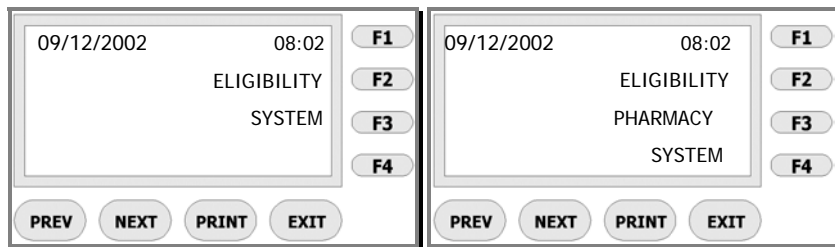
Transaction Completion

When the system returns the information, you can press <PRINT> to print the response or view the response on the screen. When you are viewing the response on the screen, the response screen may contain an arrow pointing down. This arrow indicates that the message continues on the next screen. Press <NEXT> to scroll to the next screen of the response, or press <PREV>, which has an arrow pointing up, to view the previous screen of the response.

After the final screen of your response, press <ENTER> to view any provider mail.



Upon successful completion of the connectivity test, press <CANCEL> to return to the main menu. The main menu screen displays the transactions added.



Error Messages

The POS device displays messages that are in response to operator error or to a transmission failure. The responses are transmitted directly from the host computer at the conclusion of a transaction.

The following common messages are divided into “Device Automatic Re-send,” “Try Again” and “Call the POS/Internet Help Desk.” Refer to the *Troubleshooting* section of this user guide for a complete list of messages.

“Lost Carrier”: The transmission was disconnected and the POS device did not receive the entire message. The POS device automatically attempts to re-send the transaction.

“Line Busy”: The sending line was unavailable for transmission. Try again.

“Line Close Fail”: Re-send the transaction. Try again.

“Transaction Failed”: Re-send the transaction. Try again.

“Comm Error”: There is a problem connecting. Call the POS/Internet Help Desk at 1-800-427-1295.

“Fatal Memory Error”: An error has corrupted the device’s RAM resulting in the loss of a program download. Call the POS/Internet Help Desk at 1-800-427-1295.

“Memory Error”: The terminal’s memory is not initialized. Call the POS/Internet Help Desk at 1-800-427-1295.

Help Information

The following are helpful answers to common questions. Please call the POS/Internet Help Desk at 1-800-427-1295 for further assistance.

1. What if I didn’t get all the parts?

Special care was taken to ensure you received all the equipment. If the box did not contain everything listed in “Package Contents” on a previous page, call the POS/Internet Help Desk at 1-800-427-1295. Replacement equipment will be shipped using overnight delivery.

2. What if I don't have enough desk or counter space?

The POS device, with internal printer and keyboard, comes with a stand so the devices can be stacked. Be sure you do not stress or force the cables or connectors. The connectors will bend and break if too much stress is applied. Please allow enough desk space to accommodate the new device.

3. What if I'm not getting power?

After you unplug the 110-volt AC adapter from the wall outlet and POS device, perform the following steps:

Find another electrical device such as a radio or desk light and plug it into the wall outlet used by the AC adapter. Check to see if it still works. If the electric device does not work, no power is available at the electrical wall outlet. Have a qualified professional inspect the outlet and perform any necessary repairs.

Inspect the AC adapter and power cable for damage. Look closely for cracks, nicks, cuts, exposed copper wires, stretched insulation and burns. If the AC adapter or power cable appears damaged, call the POS/Internet Help Desk at 1-800-427-1295 to make arrangements for a replacement AC adapter or power cable.

Plug the power cable back into the POS device and the AC adapter into the wall outlet. Check for a secure fit at both ends. Test the POS device for power. If there is now power, the problem may have been a loose connection between the POS device and power cable. Always make sure the power cable is secure.

The AC adapter and/or POS device power supply may have failed. Call the POS/Internet Help Desk at 1-800-427-1295 and request replacement units.

4. Do I have to pay telephone toll charges?

The POS system is programmed to use a toll-free telephone number so that California and border-state providers do not pay toll charges. However, you are responsible for charges associated with the telephone line in your place of business.

5. Can I connect the POS device to my computer?

No. You could damage the POS device or your computer. The POS device is a stand-alone unit and does not connect to a computer.

6. What if my internal printer does not work?

Check all terminal power connections. The printer receives its power directly from the Omni 3300 terminal. The green power-on indicator light should be on.

If the green power-on indicator is blinking on and off, the printer is out of paper. Remove the paper roll cover and install a new roll of printer paper. If the problem persists, contact the POS/Internet Help Desk at 1-800-427-1295.

7. What if my internal printer paper is jammed?

Remove the paper roll cover. Then, lift up the small red lever located on the paper roll cradle's right side until it snaps "up." The paper can now move freely through the paper feed mechanism.

Carefully cut the damaged paper from the paper roll and clear the remaining paper from the feed mechanism.

Lower the paper release lever until it snaps down.

Re-install the roll of printer paper. If the problem persists, it may be due to poor paper quality. Install a new roll of higher-quality paper.

8. Why do I see the "Comm Error" message?

The "Comm Error" error message indicates that the POS device cannot make contact with the local telephone network system. The primary cause can be one of three things: (1) the telephone network system has failed, (2) your telephone line is not operational, or (3) the internal modem of the POS device has failed. Perform the following steps to determine the problem:

Inspect the telephone cord for damage. Look closely for cracks, nicks, cuts, exposed copper wires, stretched insulation and burns. If the telephone cord appears damaged, call the POS/Internet Help Desk to make arrangements for a replacement.

Verify that the telephone cord is connected securely to both the POS device and telephone wall jack. A slight tug on the cord should indicate if it is secure. If the cord is not secure, re-attach it to the POS device and the telephone wall jack, securing all connectors snugly. This should solve most "Comm Error" message problems.

Disconnect the telephone cord from the wall jack and plug it into an operational telephone. Lift the telephone handset and listen for a dial tone. If no dial tone is heard, this indicates the telephone line is not operational and needs to be repaired. Contact a qualified service person. If a dial tone is present, either the POS device has failed or the telephone network is down. Call the POS/Internet Help Desk at 1-800-427-1295 for instructions.

Check to see if your phone requires a PABX code to dial an outside line. If so, you will need to program this code into your device. Please see "Edit PABX Code" earlier in this section and also in the *Device System Transactions* section of this user guide.

Returning POS Equipment

If it is determined that a POS device with internal printer has failed, it will be replaced with a new unit. All replacement orders will be delivered to your place of business using an overnight delivery service.

Your new device will arrive with a prepaid shipping label and instructions on how to return the failed unit. Unpack the new device and place the failed device into the empty box. You will then be asked to seal the box, attach the supplied pre-paid shipping label and return the failed unit.

Note: The POS devices with internal printer are owned by the State of California, Department of Health Services. Failure to return any failed devices will be identified by a Medi-Cal database management system. Appropriate action to obtain unreturned or missing devices will be taken. (This note does not apply to purchased equipment.)

POS/Internet Help Desk

The POS/Internet Help Desk toll-free number is available to all providers, regardless of whether they have completed a successful test transaction. The POS/Internet Help Desk is available from 6 a.m. to midnight, seven days a week. The toll-free telephone number is 1-800-427-1295.

The POS/Internet Help Desk operator will have your POS system information in a computer database for quick access. Before calling, make sure to have the following information at hand

Medi-Cal Provider Number

All help is initiated by provider number only. A business name or address is not sufficient.

**Provider and Equipment
Numbers**

The POS/Internet Help Desk operator will ask for your provider number and call up your account record on the support computer. Your name, phone and equipment serial numbers will be requested so a permanent record of the phone call can be maintained. It is sometimes necessary for an operator to research a question or problem and provide the answer at a later time.